



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF MERCED**

**JOB ANNOUNCEMENT
#16-10**

**Court Collections Technician
Open Recruitment**

Filing Deadline: October 13, 2016 4:30pm Actual Receipt	Salary Range: \$17.60 (hourly) \$1,408.00 (bi-weekly) \$3,050.67 (monthly)
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DEFINITION:

The Court Collections Technician reviews cases with court-ordered fines, fees, assessments, restitutions and other financial obligations imposed by the Court; pursues and secures payment of receivable and delinquent accounts; collects and keeps records of payments; processes necessary notices, liens, collection referrals and skip tracing searches to ensure that current and delinquent Court debts are paid in a timely manner; assists in the administration of the Court's comprehensive collection program; applies applicable collections and accounting laws; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Court Collections Technician is responsible for carrying out in Court debt collections activities and operations, including assisting in the administration of the Court's comprehensive collection program. Incumbents are responsible for maintaining and updating court, financial and debtor information and records to track and monitor compliance with court-ordered debt payments. Incumbents are also responsible for working with collection agencies to collect court-ordered fines, fees assessments, restitutions and costs from debtor clients, ensuring that this function is carried out in an accurate, timely manner in accordance with all applicable legal requirements.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related or a logical assignment for this classification. Other duties may be required and assigned.

1. Manages a caseload of collection accounts, in accordance within the limit and scope of the authority and responsibility of this classification and in accordance with standards, laws, regulations, court procedures and policies, while being held to production standard
2. Inputs, corrects, updates and maintains accurate and complete court, financial and debtor information and records to track and monitor compliance with court-ordered debt payments; reviews and posts payment information provided by collection agencies; computes and posts interests; audits, adjusts and vacates accounts based on payments of obligations; processes non-sufficient fund checks received from financial institutions; ensures compliance of debtor accounts with Court orders, judicial guidelines, penal codes and other related rules, regulations, policies and procedures
3. Provides services to walk-in and telephone customers; including significant cash handling and processing

4. Accurately processes minutes presented from Court; may schedule court appearances for defendants
5. Enters collector activity notes and posts payments to computer operation systems in order to record collector actions and adjustments to accounts
6. Investigates and analyzes delinquent accounts to determine proper course of action
7. Locates debtors by contacting relatives, neighbors and employer(s) or through researching tax roll, voter registration, court document and other official information sources; conducts skip traces
8. Keeps records and prepares reports on investigations
9. Performs application qualification for installment payment plans, installment payment processing
10. Develops agreements with debtors and implements debt payment plan in accordance with established court procedures
11. Reviews and verifies for accuracy, financial information
12. Interviews debtors to determine their ability to pay
13. Provides detailed information to customers regarding case fines, fees, and due dates
14. Explains the terms of the payment arrangements and the legal consequences of not meeting their obligations and possible further actions such as loss of license, additional penalty fees or assessments, issuance of liens, and/or an issuance of a warrant and/or referral to a third party collection agency
15. Monitors payment plans to ensure customers are meeting their financial obligations timely
16. Makes collection calls to customers that have past due amounts owed to the Court
17. Contacts public and private organizations to obtain information concerning delinquent accounts
18. Recommends adjustments, compromises or cancellations of accounts when undue financial hardship would occur
19. Inputs, verifies and retrieves data associated with the collection and processing of delinquent debts owed to the Court
20. Issues warrants or DMV holds/suspension for failure to pay (FTP) and failure to appear (FTA)
21. Recommends and initiates, with approval, appropriate legal action to enforce collection of obligations; appears in court to present evidence and information related to legal collection proceedings
22. Provides delinquent account information to outside collection agencies
23. Establishes and maintains effective working relationships with judicial officers, court employees, governmental agencies, members of the public and other encountered in the course of work; interacts with individuals who may be upset or abusive
24. Uses a variety of office machines in conjunction with fiscal recordkeeping activities; including personal computers, calculators, and scanning devices
25. May assist in other clerical divisions as directed

26. May be required work flexible work hours, including evenings and weekends in response to the needs of court operations

27. Other duties as assigned

Supervisory Duties:

None

MINIMUM QUALIFICATIONS

Necessary Employment Standards

As applicable to assigned areas of responsibility

Knowledge, Skills, and Abilities:

- Financial record-keeping procedures
- Legal terminology related to debt collection
- Investigative procedures necessary for the collection of delinquent accounts and gathering and presenting evidence
- Proper cashiering methods; handle large amounts of cash accurately and effectively
- Gather relevant data, analyze problems, evaluate alternative and make appropriate recommendations
- Understand, interpret, explain and apply Court collections rules, regulations, policies and procedures and applicable local, state and federal legislation regulations
- Speak, write and interview effectively in a variety of circumstances; set work priorities and effectively utilize time worked; listen attentively and ask pertinent questions
- Deliver highly culturally competent customer service
- Read and interpret court orders, legal procedures and other documents involved in the collection of delinquent accounts
- Understand and follow written and oral instructions
- Prepare clear, concise and accurate reports, correspondence and other written materials
- Prepare and maintain accurate and complete financial records and files
- Maintain confidential information in accordance with legal standards and/or other regulations.
- Operate a computer using work processing and other business software and other standard office equipment
- Communicate clearly and effectively, both orally and in writing
- Follow procedures and take actions within established authority limits
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential collections issues and situations
- Exercise initiative and resourcefulness in carrying out assigned duties within court policy and procedure guidelines
- Represent the Court effectively in interactions with customers and representatives of other justice and public agencies
- Proper English usage, grammar, spelling and punctuation
- Work under pressure in varied situations
- Work independently and attempt to resolve problems associated with the collection of delinquent accounts
- Establish and maintain effective working relationships with court employees, outside agencies, and the general public
- May be required to work flexible work hours, including evenings and weekends in response to the needs of court operations
- Must successfully complete fingerprinting and Criminal Record Background Check.
- Attend training as offered and/or directed.
- Travel to off-site courts, as needed.

EDUCATION AND EXPERIENCE REQUIRED

Education:

- Educational level equivalent to a high school diploma or GED

Experience:

- Two (2) years of legal processing experience in a court environment; OR
- Two (2) years of clerical work (or its equivalent) in an office environment providing substantial customer service
- Significant cash handling skills and prior experience performing collections work are highly desirable

License, Certification and/or Special Requirements:

- A valid class C California driver's license may be required. The requirement will be reviewed on a position basis in accordance with ADA regulations.

ESSENTIAL PHYSICAL AND MENTAL DEMANDS

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data, and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Physical Ability:

- Strength, dexterity, coordination, and vision to use a keyboard, computer monitor, and other office equipment on a daily basis and for extended periods of time
- Fine finger manipulations, dexterity, and coordination to handle files and single pieces of paper
- Forceful and repetitive gripping, grasping, and pinching
- Occasional lifting and carrying of objects weighing up to 20 lbs.
- Frequent reaching for items on shelves, above, at, and below desk/shoulder level
- Exert up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or negligible amount of force constantly to move, torque, twist, push, and pull objects
- Frequently sit for extended periods; frequently stand for extended periods; and frequently walk, move, bend, stoop, lift, and stretch
- Able to move to different locations such as, but not limited to: courtrooms, clerk's office, various departments, other court facilities, and desk assignments based on the operational needs of the Court
- Able to traverse inside and outside over uneven ground and pavement
- Perform repetitive writing, typing, copying

- Employees are regularly required to verbally communicate both in person and by telephone
- Corrected hearing and vision to normal range

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The Superior Court of California, Merced County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Superior Court of California, Merced County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

APPLICATION AND SELECTION PROCESS

Applications may be obtained from and submitted to:

Merced Superior Court
Human Resources
627 W. 21st St., Room 20
Merced, CA 95340
(209) 725-4103

Or visit our website at www.mercedcourt.org

All applications for employment must be made on an official application form and must be filed with Human Resources on or prior to the closing date and time for receipt of applications. Postmarked and faxed applications will not be accepted. A resume may be included with the application as supplemental information, but will not be accepted in lieu of an official application. All information on the application must be completed – “see resume or see attached” is not acceptable. Applications must be legible, signed and complete (including copies of licenses, certificates, transcripts, Supplemental Questionnaire, etc. if required). All information is subject to investigation and verification.

The selection process is subject to change. Applications will be accepted on a continuous basis until a sufficient number are received at which time the recruitment will be closed or the filing deadline has occurred. In order to insure proper evaluation of employment qualifications, it is suggested that applicants read the directions carefully and fill out the application COMPLETELY. Those applicants meeting the minimum qualifications and possessing the most relevant experience as shown on the application may be invited for an interview. The screening of applications will be done by Human Resources who will determine the most qualified to be referred for interviews.

If you require accommodations in the application or interview process, contact Human Resources at the number listed above before the deadline posted on the job announcement.

Merced Superior Court is an Equal Opportunity Employer.

Posted 09/29/2016



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GENERAL INFORMATION

Conditions of Employment

Successful completion of fingerprinting and a criminal record background check is required prior to appointment and is a condition of employment.

All employees of the court who operate a vehicle on court business must certify they possess a valid California Driver's License and required levels of automobile insurance. A Department of Motor Vehicles search will be done and employee must have an acceptable driving record in order to operate a vehicle on court business.

Convictions

Felony and misdemeanor convictions MAY BE disqualifying for employment with the court.

Drug Free Workplace Policy

The use of illicit drugs and alcohol is not permitted in the workplace. Employees who violate this policy are subject to disciplinary procedures which include termination.

Employment Eligibility

In accordance with the Immigration Reform and Control Act of 1986, all persons hired after November 6, 1986, are required to present to the Court, at the time of appointment, original documents which show satisfactory proof of: 1) identity and 2) U.S. Citizenship or a legal right to work permanently in the United States.

Introductory Period

Individuals accepting regular appointments must successfully complete an introductory period.

Union Representative

Merced County Trial Court Employees (MCTCE), Local 1, is the negotiating agent for some Merced Court job classifications. As of 2/6/06, MCTCE Local 1 is an Agency Shop. Management, Supervisory and Confidential positions are not represented.

Benefits Include (for Regular Status employees only, prorated for variable shift part time employees):

Vacation:

10 days paid vacation each year for the first 5 years of employment

15 days accrual during the second 5 years

20 days accrual after 10 years

25 days accrual after 20 years

Health Insurance:

Major group medical, dental and vision currently paid for by the Court for the employee and medical, dental and vision care for eligible dependents with 50% of the premium paid by the Court.

Sick Leave:

Unlimited sick leave accumulation

Life Insurance:

Represented employees - \$10,000 with premium paid by Court.

Holidays:

14 paid holidays

Management employees - \$5,000 with premium paid by Court PLUS additional life insurance provided by Court (\$30,000 to \$80,000 depending on position).

(Accrual is based on work hours. 5 years = 10,400 regular scheduled work hours; 10 years = 20,800 regular scheduled work hours; 20 years = 41,600; 25 years = 52,000 regular scheduled work hours.)

Employee Assistance Program:

6 free visits per incident per year. Available to qualifying dependents.

Retirement:

Court employees are covered by the Merced County Employees' Retirement Association (MCERA), a Defined Benefit Retirement System governed by the County Employees' Retirement Act of 1937.

Recruitment Reviews

Applicants who are not court employees and contend that the Court has misapplied, misinterpreted, or violated the recruitment policies may file a written notice with Human Resources for reconsideration of his or her qualifications within ten (10) days of the date the non-qualification notice was mailed, and a reply will be mailed to the applicant. Human Resources' decision shall be final.

If an employee contends that the Court has misapplied, misinterpreted, or violated the recruitment policies, notification must be filed with the Court Executive Officer, whose decision will be final. Any such request must be filed within ten (10) days of the date on which notification of non-qualification was received by the employee. If notice is provided by mail, the notice shall be deemed to have been received five days after the date of mailing. In accordance with the Memorandum of Understanding, recruitment and selection issues are excluded from the grievance procedure.

The above information is a general summary of benefits for this position. This information is not legally binding, nor does it serve as a contract.